

Leland Initiative: Africa Global Information Infrastructure Gateway project (698-0565)

Strategic Objective 3: End User Applications

Country Assessment and Implementation Strategy Benin

Prepared for:

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USAID/Cotonou

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EXECUTIVE SUMMARY

Introduction

Strategic Objective 3 of the USAID Africa Global Information Infrastructure Gateway Project, also known as the Leland Initiative, seeks to achieve broad-based use of information and global information technologies within USAID's development partner community to promote sustainable development in Africa. This component of the Leland Initiative is managed by the USAID Center for Development Information and Evaluation (CDIE) Research and Reference Services Project (R&RS), which is operated by the Academy for Educational Development (AED). The first stage of country level implementation of the Leland Initiative is to conduct assessments in the three strategic objective areas: 1) telecommunications policy; 2) telecommunications technology, specifically, Internet infrastructure and Internet Service Provider industry; and 3) Internet end user applications.

Institutional assessments for S.O. 3 are designed to collect basic institutional data; data on information resources used and needed in institutions; data on Internet usage; and data on country level issues such as costs of Internet related technologies. A survey interview instrument was used to collect data from institutions identified in cooperation with USAID/Cotonou. The assessment team also developed a fax to facilitate gathering information. The fax, sent ahead of scheduled interviews, explained the Leland Initiative in brief and asked that the institution be prepared to provide particular information needed for the assessment. Data on country level issues were collected both during institutional interviews and through interviews with key individuals in the telecommunications and information industries. These data will be processed to assist the assessment team in determining how institutions might benefit from the introduction or broader use of the Internet, as well as the type and level of assistance needed at the institutional level to introduce or broaden Internet access and use.

Initial Indicators of Readiness for Effective Use of the Internet

As a result of the initial Leland Initiative S.O. 3 assessment in Ghana, six criteria or indicators were developed to measure an institution's readiness for effective use of the Internet, including: 1) whether or not the institution had in place an Institutional Information/Communication Strategy; 2) whether or not the institution was currently producing and using publications and databases; 3) whether or not the institution recognized the potential contribution of the Internet to its institutional mission; 4) whether or not there was an individual in the institution who could serve as Internet "champion" or catalyst; 5) the status of the institution's telecommunications and computer infrastructure; and 6) the potential for sustainability. The Benin assessment team members followed these criteria as a guide for measuring the Internet readiness of the institutions with whom they met.

Each institution interviewed was given an initial rating of High, Medium or Low in each of the indicators. It is anticipated that the indicators and their measurement will become more refined and precise as the data collected are thoroughly analyzed and as additional data are gathered in the remaining countries.

Even though very few institutions scored high across the board, the matrix shows that most institutions have at least a reasonable base on which to build in each of the six measured areas. Among the institutions for which information was available, the following percentages scored either a high or medium ranking in the six matrix areas:

1) Institutional Communication/Information Strategy:	89%
2) Currently Producing and Using Publications/Databases:	78%
3) Recognize Potential Contribution of Internet to Mission:	89%
4) Champion Identified to Serve as Catalyst for Internet:	65%
5) Telecommunications, Computer Infrastructure; Staff:	71%
6) Potential for Sustainability	82%

The matrix shows that no single sector seems to stand out over the others in terms of readiness for the Internet. Some strong institutions exist in each of the mission's Strategic Objective areas including: Songhai and the National Economic Institute, in the Education/Economic Growth area; Africare and GERDDES, in the Democracy and Governance area; and the Regional Public Health Institute (IRSP), and the National Health Information System (SNIGS/Ministry of Health), in the Health and Population area. In general, private, for-profit organizations are further along technologically than most non-profit and public sector institutions because they have a more secure financial resource base and are better equipped to adapt new technologies quickly. Strong representatives of the for-profit sector include Ecobank, WANAD, BOSS, and CBS Conseil. Sustainability will be a big concern for most local NGOs.

Barriers to Internet Access and Effective Use

The assessments in Benin revealed two levels of barriers to Internet access and use. First level barriers deal generally with technical issues at a country level that effectively block Internet access in most institutions. It has become clear that these barriers will need to be addressed before institutions can be expected to think strategically about Internet use. In Benin, these first level barriers include: 1) lack of a competitive Internet Service Provider industry; 2) high tariffs on imported computer equipment; and 3) inconsistent quality and service of the national telecommunications infrastructure.

Once the first level barriers are addressed, second level barriers to effective use of the Internet arise at the institutional level. These include: 1) lack of exposure to and awareness of the Internet and the resources it offers; 2) lack of and high cost of appropriate computer equipment; and 3) lack of training on the use of the Internet.

Analysis of Survey Results

The majority of institutions for which information was available produce printed information (77%), but only 46% produce electronic information and only 46% maintain a library or documentation center. Almost all institutions reported a need for additional information resources. Twenty-three percent (23%) of recorded institutions have access to Internet email, but only eleven percent (11%) have established a full-service Internet connection.

Fast-Track Pilot Institutions

Five fast-track pilot institutions were identified through whom USAID can begin to explore pilot activities for introducing the Internet into its programs. Institutions were identified in each mission SO area and include: the West African News Agency Development (WANAD) Center, the GLOBE schools, Songhai, GERDDDES (Groupe d'Etudes et de Recherches sur la Democratie et le Developpement Economique et Social en Afrique), and Institut Regional de Santé Publique (Regional Public Health Institute).

Implementation Strategy

Based on the assumption that policy and technical constraints to Internet access are eliminated, the following implementation strategy ideas are developed in this report:

- 1) National Internet Exposition -- An extensive Internet exposition to allow the general public to see how the Internet operates and receive some basic instruction on what is required to operate on the Internet. This level of introduction is necessary to begin the process of assimilating the use of electronic information and networking into organizations.
- 2) Internet Resources Training in USAID/Cotonou -- In order for USAID/Cotonou to promote effective use of Internet technology among its development partners in Benin, staff must first become familiar enough with this resource and its potential uses to be able to provide encouragement and direction to partners. USAID/Cotonou may wish to take advantage of Internet Resources Training offered by CDIE/DI/RRS.
- 3) USAID Assistance for Institutional Internet Connectivity -- USAID/Cotonou and the Africa Bureau can prioritize those institutions which could best benefit from assistance through joint Leland Initiative/Mission Program funding and technical assistance. CDIE/DI/RRS can help design specific assistance activities using data gathered from institutional assessments as the baseline for the types of assistance needed and for measuring the impact of any eventual assistance given.
- 4) Develop and Implement Appropriate Fast Track Pilot Activities -- Important practical experience can be gained through the implementation of selected fast-track pilot activities that incorporate use of the Internet into USAID partner activities. Lessons learned from activities in Benin can be shared with other USAID Africa Missions who will also participate in this initiative.
- 5) Small Grants -- To encourage and promote Internet usage among institutions who may not have the financial and/or technical capacity, USAID should establish a proposal-based small grant mechanism for new users to buy equipment and training.
- 6) ISP Training and Support -- USAID (mission and Washington) can facilitate training and guidance for potential new and current Internet Service Providers.
- 7) Demonstration and Training Centers -- Demonstration and training centers could be established to provide on-going training and Internet-related services, some for free, others fee based.
- 8) Benin Internet Society -- USAID should facilitate the creation of a professional discussion/support forum for new users, perhaps involving the Internet Society. This type of forum could do much of the marketing and awareness raising that will need to occur in

Benin as long term follow-up to the national workshop.

- 9) Rural Communications -- Once the Internet is established in the south, USAID/Cotonou needs to consider a strategy for rural communications in Benin.

Leland Initiative: Africa Global Information Infrastructure Project

Strategic Objective 3: End User Applications

Country Assessment and Implementation Strategy for Benin

BACKGROUND

The African Global Information Infrastructure (GII) Gateway Project is a five year, \$15 million project designed to assist up to twenty African nations in connecting to the Internet. The project also aims to facilitate and encourage the application of this information and communication tool by Africans and their development partners to meet the challenges of achieving sustainable development. Approved by the U.S. Congress in 1995, this project, also known as the Leland Initiative, is named in honor of Mickey Leland, a former member of the U.S. Congress who was killed in a plane accident in Africa. Mr. Leland had done extensive work in African affairs while a member of the U.S. Congress and was a strong advocate of U.S. support to Africa.

The Africa GII Gateway Project is an interagency effort being coordinated by the U.S. Agency for International Development. It has three strategic objectives:

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| Strategic Objective One: | Creation of an enabling policy environment in Project countries to facilitate electronic networking and access to GII technologies. |
| Strategic Objective Two: | Strengthening of the local telecommunications infrastructure to facilitate Internet access and support to a local Internet Service Provider industry to ensure the local availability of reliable, accessible, and cost-effective Internet access. |
| Strategic Objective Three: | Achievement of broad-based use of information and global information technologies within USAID's development partner community to promote sustainable development. |

The first stage of the Project is to conduct assessments of telecommunications policy, technology and applications in selected countries. These assessments will focus on government policies and regulations concerning telecommunications and information access and use; telecommunications infrastructure (level of development and condition); and the present condition and potential demand for Internet access in the public and private sectors.

The Academy for Educational Development's Research and Reference Services Project,

funded through USAID's Center for Development Information and Evaluation, has been asked to do the assessments for the Strategic Objective Three area. Based on interviews with relevant institutions, these assessments examine local institutional capacities in terms of:

- Information resources produced
- External information resources used
- Information needs and demands not being met
- Technological capacities

These SO 3 assessments, in combination with the findings from the first and second strategic objective assessments, will form the basis for the individualized country implementation plans and will help determine the nature of USAID involvement in each country.

METHODOLOGY

After introducing the goals of the SO 3 assessment to mission personnel in USAID/Cotonou, the assessment team requested meetings with each of the mission's three Strategic or Special Objective teams (Basic Education, Democracy and Good Governance, Health and Population) to discuss procedure. Since the Leland Initiative is geared toward working within the mission's current project structure and following the established priorities and Strategic Objectives of the mission, the team depended upon the mission to identify partners, collaborators and other relevant institutions, as well as leaders in the electronic networking arena.

The following criteria were given to the Mission to use as a guideline in identifying organizations to be interviewed:

1. Key institutions the Mission works with in their SOs
2. Institutions the Mission feels could benefit from effective use of information on a local, regional and international level.
3. Potential organizations or individuals to form a network for sharing information, ideas, and collaborative working methods around a common theme or sector.
4. Donors who are providing assistance in the telecommunication and electronic networking arena, as well as recipients of their funding.
5. Major collectors or producers of information in country, such as libraries or government sponsored statistical organizations.
6. Private sector organizations who currently make effective use of modern communication technologies, such as satellites, electronic networks, or the Internet.

Through discussions with each SO team, the assessment team established lists of key organizations in the three mission SO areas.

Fax:

Once a list of institutions was finalized, the team scheduled appointments and began its interviews. To ease the interviewing process and familiarize local institutions with the Leland Initiative, the team developed and sent a fax (Annex A) to some institutions prior to the appointment date. The fax included a two page brief of the Initiative (English: Annex B; French Annex C) and requested that the institutions bring brochures, publication samples, and information on their technical capacities to the interviews.

Used primarily by the Democracy and Good Governance team, the fax proved useful in alerting the selected institutions to the kinds of information the team wished to gather, particularly with regards to technical capacities. Receiving the fax ahead of the interview allowed institutions the time to gather appropriate materials and/or to invite their information/technical specialists to participate in the interview. It also expedited the interview process, as all parties were ready to launch into discussion with little more introduction to the Initiative.

Survey:

The team developed a survey form to assist in gathering information needed for the assessment from the key individuals and organizations who were interviewed (English: Annex D; French: Annex E). The survey is divided into two parts:

- 1) Institutional Information Resources and Needs -- including, institutional objectives; current projects; print publications and electronic databases produced; information resources used; information needs; and communication technology status.
- 2) Internet End-User Issues -- including, telephone availability and cost; cost and availability of computers, modems and service; and other perceived barriers to Internet access on a country wide level.

The survey frequently helped structure the discussions and helped the interviewees better understand the purpose of the team's visit. The effectiveness of the survey, though, varied. In some cases, the team left the surveys with the institutions and requested that they be returned to the team at the USAID mission. Some individuals were able to fill out the survey, others were not. In other cases, the interviewer filled out the form during or after the interview, especially when the fax had been sent to the institution ahead of time.

The information gathered through the survey is valuable; however, it is clear that if the survey is to be distributed directly to institutions, it will need some revisions. The survey was designed as an interview guide and a tool for recording responses. Current instructions on the questionnaire are inadequate for a self-administered survey. Also, many organizations or individuals interviewed did not fit within the scope of the questionnaire, yet their information was quite valuable and important to the Assessment process. The Team will have

to address these issues prior to carrying out further assessments. Some sort of analytical tool is necessary, but it must be manageable.

Again, the use of the fax stands out as the best way to prompt the institutions being interviewed for the kind of information the team needs to conduct the country assessments. In future assessments, regular use of the fax should, in most cases, eliminate the need to leave the survey with the institutions because it allows the institutions to prepare answers to the most specific and detailed questions ahead of time. The team can easily obtain more general information about the nature of the institutions work through the course of the interview.

Visits:

The team visited all but four (GRAPAD (Groupe de Recherche et d'Action pour la Promotion de l'Agriculture et du Developpement), WAEN (West African Enterprise Network), CBS Conseil and AVD (Association des Volontaires au Developpement) -- see list, Annex G) of the 41 institutions interviewed. Meeting at the institutions themselves gave members of the team the opportunity to visit any information centers and to see the institutions' technological resources and how they were used. Interviews were conducted in French and English.

GENERAL FINDINGS

In our nine working days in Benin, the team interviewed 89 individuals from 41 institutions (see Annex F for a detailed list). These interviews allowed the team to develop a good understanding of the current status of the Internet in Benin.

Full Internet access is available currently in Benin only through the PTT, but few institutions have established accounts. There are two sets of constraints or barriers currently limiting the use of Internet services:

1) first level barriers -- at the country level, generally of a technical nature, this category includes:

- lack of a competitive Internet Service Provider (ISP) market
- high tariffs on imported computer equipment
- inconsistent quality and service of national telecommunications infrastructure

2) second level barriers -- at the institutional level, this category includes:

- lack of exposure to and awareness of the Internet and the resources it offers
- lack of and high cost of appropriate computer equipment
- lack of training on the use of the Internet

Most of the individuals with whom the team met are at least familiar with the idea of the

Internet and the potential new communication avenues an Internet connection might open, but most people have never seen the Internet in operation because of the constraints posed primarily by the first level barriers identified above. Most of the first level barriers fall under the Leland Initiative's SO 1 and SO 2 areas. Only after these issues have been addressed can any meaningful action be taken regarding the second level barriers relating directly to Internet end-user issues.

Even though the first level barriers fall chiefly under the scope of SO 1 and SO 2, for which separate reports will be written, some of the information we gathered on these issues warrants attention here.

FIRST LEVEL BARRIERS TO INTERNET ACCESS IN BENINESE INSTITUTIONS

Lack of competitive ISP market

The lack of a competitive ISP market in Benin contributes to a number of barriers to wider Internet access. The PTT is the sole provider of Internet service, but this service suffers from several problems that discourage its use:

- 1) Costs -- Initial hook-up charge is about \$50; a basic email account costs \$10 per month; access to other Internet services, such as the World Wide Web, costs \$6 per hour, plus additional local phone line charges since every phone call in Benin is metered. These costs are prohibitive for all but a few institutions.
- 2) Slow speed of service -- The PTT's internet connection operates through a 14,400 baud rate. At least a 28,800 rate is needed for reasonable service. We interviewed one institution, West African News Agencies Development (WANAD) project, which has established a full Internet connection, through PTT, of which they provided a demonstration. WANAD runs its Internet software (PC/TCP) on a Pentium computer, and they have a 28,800 modem, but the lack of upgraded equipment at PTT makes any searching of the World Wide Web a slow process.
- 3) Lack of technical expertise -- Those institutions with whom we spoke who had attempted to work with PTT to establish an account felt that PTT's technical level of knowledge and customer service was quite low. For instance, both WANAD and the USIS representative pointed out that PTT does not offer assistance in setting up the appropriate PC/TCP software that is necessary to operate on the Internet. One representative at Catholic Relief Services (CRS) expressed great frustration with PTT over his attempt to establish an email account. Two weeks after paying the initial hook-up fees, CRS still could not access its account because PTT had not yet activated the CRS password.

The development of an open ISP market should help alleviate most of the problems presented

by the above barriers. WANAD and Benin Online Services System (BOSS) are two potential Internet service providers that the team identified while in the country. Further information on WANAD is provided in the section on Fast Track Pilot Activities. BOSS does not yet have a connection to the Internet through the PTT because of cost constraints, but they have established a link to the Internet through a server in California, through which they can provide email. They have also begun to develop World Wide Web sites for interested clients, and this is the kind of work they would like to focus on in the future.

AUPELF-UREF (Association des Universités Partiellement ou Entièrement de Langue Française - Université des Réseaux d'Expression Française) is a French agency concerned with higher education and research. Among various activities to promote cooperation among Francophone educators and researchers, this organization promotes the diffusion of scientific and technical information through SYFED (Système Francophone d'Édition et de Diffusion). AUPELF-UREF has established SYFED centers in Francophone countries throughout the world where students and researchers can access reference and textual databases and CD-ROMs on various subjects.

A new AUPELF-UREF project called REFER (Réseau Electronique Francophone pour l'Éducation et la Recherche) is designed to promote the development of a French information highway on the Internet to allow Francophone researchers to communicate and find information on the Internet in French. REFER access points are available through SYFED sites, although not every SYFED center is yet connected.

The Calavi-Abomey campus of the National University of Benin is the main SYFED center in Benin, although other institutions either currently or soon will have a SYFED link through the University, including the Health Sciences Faculty (Faculté des Sciences de la Santé) at UNB, the National Economic Institute (Institut National d'Économie) also at UNB, the Regional Public Health Institute (Institut Régional de Santé Publique), and the Documentation Center of the Ministry of Health. The team was unable to see an actual demonstration of the services provided through SYFED, but this is an Internet alternative of which the mission should be aware.

Tariffs

A 42% tariff is applied on imported computer hardware (18% on software), making already expensive items even more so. By comparison, Ghana recently moved to eliminate tariffs on such equipment. Benin could indicate its openness to broader computer access by following Ghana's lead.

National Telecommunications Infrastructure

Teledensity is one of the concerns when considering full, common Internet connectivity in Benin. Currently, in some areas of Cotonou, the number of lines is close to or at the saturation level. New telephone lines, necessary for Internet connections via modems, may

not be available.

Another consideration is the metering of all calls, making communication within Benin and to other countries difficult and expensive. All telephone calls in Benin are charged at a metered rate, and as most institutions rely on telephone and telefax to keep in touch with their partners and colleagues, they incur high bills. Access to email can reduce these costs since email, like fax, does not require that the other party be available at the time the message is sent, but email conveys information more quickly. The telephone costs are more of a barrier to other Internet resources such as World Wide Web and gopher, since these activities require longer stretches of connect time. Reduction or removal of metered telephone rates would ease access to the Internet.

A concern among many of the institutions interviewed who collaborate closely with in-country partners was the availability and quality of rural telephone lines. Although most of the southern part of Benin has well connected telephone service, many parts of the interior of the country do not. In order for the Internet to be an effective and useful tool for institutions in Benin, people and institutions in the interior of the country need to be just as well connected as those in the south.

SECOND LEVEL BARRIERS TO INTERNET ACCESS IN BENINESE INSTITUTIONS

Awareness

Most of the groups with whom the team met have at least a general awareness of the kinds of information and communication opportunities that the Internet can offer, but most people have never seen this tool in operation. Despite the general lack of exposure to the Internet, most of the people we met are very curious and excited about seeing how the Internet can help them do their work. Until people see the kinds of resources available on the Internet, it will be very difficult for them to think about strategic uses of the tool. This lack of awareness can be addressed through demonstrations, conferences, workshops and educational institutions.

Cost

Although some of the institutions with whom we met already have the necessary quality of computer (486 or Pentium) on which to run full Internet software, others do not. Fewer organizations have modems. A new 486 or Pentium computer costs from \$2,000 - \$3,000. Appropriate speed modems (14,400 or 28,800) cost from \$350 - \$800. These are significant costs even for the American PVOs with whom the Agency works. Local Beninese institutions may be able to cover some of these costs for their central offices, but equipment will also be necessary at their field offices for Internet communications to be effective within the country.

Training

Training must be provided to develop the infrastructure to support the effective use of the Internet. Training of Internet Service Providers, similar to that currently done by the Internet Society, must be made available within Benin. But there must also be training of how to use the Internet for business and research purposes, as well as developing an understanding of the open "ownership" of the Internet and all users' responsibility to maintain its integrity. This training could be structured around basic training as well as sector interest.

INSTITUTIONAL FINDINGS

Based on the Assessment Team's methodology in Ghana, the following six criteria or indicators were developed to assist in identifying institutional readiness for the effective use of the Internet.

Indicators of Institutional Readiness for Effective Use of the Internet

1. Institutional Information and Communication Strategy

This indicator is based on the institution's ability to understand and communicate its mission and main objectives to itself and to outside audiences. The institution should be able to articulate a position on the role of communication and information in the institution.

2. Currently Producing and Using Publications, Databases, etc.

If the institution is currently producing publications, such as newsletters and research reports, and/or collecting data, as well as routinely using information and data from other organizations to accomplish their goals and make decisions, then there is a good indication that communication and information are integral to the institution's operations. These institutions could make use of the Internet for both gathering and disseminating information.

3. Recognize Potential Contribution of Internet to Institutional Mission

This indicator is intended to demonstrate if the institution recognizes the need for and potential use of information from outside its usual resources. With a basic understanding of the Internet, is the institution able to articulate the potential contribution of the Internet to the institution's operations?

4. Champion

The institution has an identified individual to serve as catalyst/enthusiast for Internet. In order for a new technology or idea to be accepted within an organization there is a need for an individual who will be the spokesperson for the idea. This individual will persuade others within the organization of the importance of this technology as well as set an example for its effective use in the workplace.

5. Telecommunication and Computer Infrastructure

It is expected that every institution at a minimum will probably have to upgrade and/or purchase some new equipment to use this new technology. However, for some institutions this will require a major investment above their current status. They have very few computers, and those are not powerful enough to use for the Internet. Some institutions have inadequate telephone lines. Most institutions will have to provide further training to the systems staff so support can be provided.

6. Potential for Sustainability

It is anticipated that the Internet would become a standard tool within the institution, being maintained and sustained in the operational budget in the same way the telephone or fax machine is. It is also anticipated that this resource will be used for reaching out to find new ideas and incorporate them into the institution's program. This indicator rates the ability of the institution to build into its current program the maintenance of this resource both in financial and human resource terms.

Ranking Institutional Readiness for Effective Use of the Internet

A matrix (Annex F) was prepared showing each institution interviewed, arranged by Strategic Objective and indicating an initial ranking (High/Medium/Low) within the six categories indicated above. This matrix was intended to give the Mission a straightforward tool to identify those institutions who would be most ready to effectively use Internet, and those that would need the greatest support to be able to do so. The Assessment Team recommends the Mission consider adding a 7th category to this matrix ranking the organizations in priority order for the Mission's goals and objectives. It should be mentioned that a more detailed analysis of data gathered through the institutional surveys may allow for refinement of the rankings and may change some of these preliminary rankings.

Even though very few institutions scored high across the board, the matrix shows that most institutions have at least a reasonable base on which to build in each of the six measured areas. Among the institutions for which information was available, the following percentages scored either a high or medium ranking in the six matrix areas:

1) Institutional Communication/Information Strategy:	89%
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Recherches sur la Democratie et le Developpement Economique et Social on Afrique), in the Democracy and Governance area; and the Regional Public Health Institute (IRSP), and the National Health Information System (SNIGS/Ministry of Health), in the Health and Population area. In general, private, for-profit organizations are further along technologically than most non-profit and public sector institutions because they have a more secure financial resource base and are better equipped to adapt new technologies quickly. Strong representatives of the for-profit sector include Ecobank, WANAD, BOSS, and CBS Conseil. Sustainability will be a big concern for most local NGOs.

Ecobank and WANAD are the only two institutions we identified who operate a Local Area Network (LAN). Ecobank receives technical support from two in-house technicians, and support from the Cote d'Ivoire. They are considering incorporating employees of the port in Cotonou on their LAN, as well as their other Ecobank branches within West Africa.

Regional organizations (GERDDES and WAEN) and those with projects throughout Benin, like GRAPAD, are more familiar with communications processes. GRAPAD expressed concern that Internet technologies might not benefit them as their needs lie in communications with their rural counterparts, many of whom do not have the hardware or infrastructure to support the Internet..

Analysis of Survey Results

Following we present a summary of the data gathered from institutional surveys. We do not identify individual institutional results here, but rather try to present general observations based on patterns observed in the responses. Individual institutional results will be made available in electronic and print format once the data entry instrument is prepared and data is entered for each responding institution. The following observations are based on results obtained from 35 institutions either directly through use of the survey form or through team notes taken at the time of the interview. There are varying levels of thoroughness for the different institutions, but the following general observations are possible:

Information Resources

- 1) Seventy-seven percent (77%) of recorded institutions produce publications ranging from brochures and annual reports to analytical research studies and periodic newsletters.
- 2) Forty-six percent (46%) of recorded institutions produce electronic information resources, typically relational databases for office management or statistical analysis.
- 3) Forty-six percent (46%) of recorded institutions maintain a library or documentation center.
- 4) Almost all institutions expressed a need for additional information resources. Principal reasons for why additional information resources could not be acquired included lack of funding, lack of technical capacity, and lack of knowledge of other resources.

Internet Use

- 1) Twenty-three percent (23%) of recorded institutions have access to Internet email.
- 2) Eleven percent (11%) have established a full-service Internet connection either through the PTT or through SYFED.

FAST-TRACK PILOT INSTITUTIONS

As a result of the institutional assessments, the team identified several possible fast-track pilot institutions in Benin through whom USAID can work to incorporate the Internet into its programs. Summaries of these institutions and potential activities are provided below. Given the Africa Bureau and USAID/Cotonou interest in further developing these ideas, the S.O. 3 Assessment Team will assist in preparing more detailed activity descriptions, scopes of work, indicators, etc.

WANAD -- West African News Agencies Development project, based in Cotonou, is a regional organization, founded in 1984 through a German-funded UNESCO project, covering fifteen countries. WANAD's main objective is to improve the quality of media in West Africa to report accurately and knowledgeably on social and economic development. The project provides training workshops for journalists, managers, technicians and documentalists of national news agencies. WANAD also supplies the agencies with modern technical equipment for the collection and dissemination of news. In June 1995, WANAD project became the WANAD Center and now is a self-financing institution. Recently, WANAD has sought to expand the scope of its training to include demonstrations of the Internet. WANAD has a computer lab with 13 computers (nine 386s and four Pentiums), 11 modems (five at 2,400 baud, five at 14,400 baud, and one at 28,800 baud), and 1 CD-ROM reader. They operate a Novell LAN. They have a sophisticated conference room with an estimated seating capacity of 50-75 people. In the Spring of 1996, WANAD established an Internet account through the PTT. In addition to providing Internet demonstrations and training, they are very interested in becoming an Internet service provider. They provide training in both French and English. WANAD stands out as an institution that is ready to move ahead quickly in the Internet arena as a potential service provider and/or as a demonstration center.

The GLOBE Schools -- The GLOBE project is a worldwide science and education program coordinating the work of students, teachers and scientists to study and understand global environment. There are currently 8 schools in Benin who are participating in the Project by submitting daily environmental data. Unfortunately these schools are not connected to the Internet and therefore cannot submit their data directly, nor can they participate in Internet Globe school community. Benin is the first African country to submit data to the Globe project. They are very enthusiastic and quite anxious to participate fully. Each of the schools has a computer, and provides an excellent opportunity to develop a classroom oriented Internet pilot project. None of the schools are using the computers for anything other than entering Globe environmental data, though desire was expressed for training so they could do more. None had any educational software. Consequently the students had little exposure to the potential of computers and none to the online world.

Songhai -- Songhai is a self supporting young adult training center specializing in rural development, agricultural techniques and appropriate technology. Through the running of 80 farms, young adults get on the job training to best practices and new approaches to all agriculturally related issues. Songhai grows all its own food, builds all its buildings and repairs its equipment. It is continually experimenting with new agricultural strains, products and techniques. Father Nzamujo, the Director of Songhai, is a computer scientist and would like to incorporate the use of the Internet into the research and development done at Songhai. He sees many opportunities for sharing of ideas, as well as learning of new developments. Father is an Internet enthusiast and uses the Net extensively when he is not in Benin. He feels that the introduction of Internet to Africa is the only hope for Africa to move into the current century. He feels that since there is no hope for financing an infrastructure of roads, telephones, etc. to enhance communication within the African continent, the only viable direction is with the Internet. He thinks the Internet is the virtual alternative to the African village. Because of Father's interests, Songhai currently has all the equipment necessary to establish an Internet link. Experimental pilot projects could easily be developed within the context of the current training at Songhai.

GERDDES -- GERDDES, headquartered in Cotonou, is a regional NGO with a presence in most African countries, promoting democracy and development. Founded in 1990, they are involved in several long term civic education projects in human rights, elections, and freedom of the press. They maintain relationships with several international organizations, including the United Nations. GERDDES publishes bulletins, and conference papers, and a quarterly newsletter. They have an information center holding about 150 books and 15 periodicals, with materials in both English and French.

They place an emphasis on staying in touch with their affiliates, though their methods of communication and information sharing are expensive (DHL). Members are selected on their professional attributes, and most are widely traveled. They are looking to the Internet primarily to improve their communications and disseminate their publications, but as they are expanding their programs, they also see its use as a research tool. They have 7 PCs, 3 laser printers and one (not-yet-installed) modem.

Institut Regional de Sante Publique (Regional Institute of Public Health) -- IRSP is a regional training and research center in public health which trains specialists in health field work and in social science research. IRSP also provides evaluation of public health services in other countries in the region as well as assisting faculties of other public health schools. They have a small library, but rather sophisticated computer capacity, including access to CD-ROM materials and a connection to the Internet through SYFED. They have had difficulty with their modem, so their use of Internet has been minimal at this point. The director of IRSP, Dr. Pathe Diallo, is an Internet enthusiast, and they are eager to pursue possible pilot activities with the Agency in the area of health education and research.

COUNTRY IMPLEMENTATION STRATEGY

Once policy and technical constraints are eliminated and affordable Internet access can be made available to the public, the following recommendations form the structure for the Leland Initiative Country implementation Strategy of Benin. More detailed development of these ideas will occur once they have been reviewed by USAID/Cotonou and the Africa Bureau.

1. National Internet Exposition

The first step is to organize an extensive Internet exposition where local media handle the publicity of the multi-day event, and the demonstrations target all potential users, with a special emphasis on private sector interests. This will allow the general public to see how the Internet operates, get some hands on introduction, and receive some basic instruction on what is required to operate on the Internet. This level of introduction is necessary to begin the process of assimilating the use of electronic information and networking into organizations.

2. Internet Resources Training in USAID/Cotonou

USAID does not have an internet connection, though they need one as soon as possible. Once established, personnel need to be provided training on development information resources and how they can best use the Internet. This training is important in that in order for USAID/Cotonou to promote effective use of this technology among its development partners in Benin, staff must first become familiar enough with this resource and its potential uses to be able to provide encouragement and direction to partners. This may warrant bringing the Leland point person from the mission to Washington for training and/or administering an Internet Resources Training Workshop at USAID/Cotonou. R&RS staff have conducted such workshops at USAID Missions in the past and could design and conduct this training. The training centers around raising awareness and giving Mission staff hands on experience with the valuable Internet resources they can use to do their jobs more effectively. This training can have special sector level tracks and can be scheduled over a five day period.

3. USAID Assistance for Institutional Internet Connectivity

As part of the Internet Resources Training, or as a separate activity, R&RS could develop materials and training to assist USAID/Cotonou (and other participating Missions) in learning how to incorporate assistance for Internet connectivity and related technologies into the project planning stage. Using the assessments that have already been performed or conducting additional assessments among current or potential USAID partners, R&RS could advise USAID/Cotonou and the Africa Bureau on the type and level of assistance needed in given institutions in order to introduce or expand Internet connectivity. At the project design stage, R&RS could assist USAID/Cotonou and the Africa Bureau in designing Internet related assistance activities, including the development of indicators on how to measure the impact or contribution of Internet connectivity in an institution.

4. Develop and Implement Appropriate Fast Track Pilot Activities

As USAID/Cotonou is one of the early USAID Missions participating in the Leland Initiative,

important practical experience can be gained through the implementation of selected fast-track pilot activities such as those indicated previously in this report. It is recommended that USAID/Cotonou and the Africa Bureau select those pilot activities to receive Agency support and begin to develop more fully the ideas that have been presented here. Again, R&RS could assist in the planning and activity design for these pilots and could provide valuable technical assistance in Internet training in selected institutions.

5. Small Grants

To encourage and promote Internet usage among institutions who may not have the financial and/or technical capacity, USAID should establish a proposal-based small grant mechanism for new users to buy equipment and training.

6. ISP Training and Support

Though it is not USAID's role, the mission -with Washington's help- should facilitate Internet Society involvement in providing training and guidance for potential new and current Internet Service Providers.

7. Demonstration and Training Centers

To follow-up on the introduction provided by the exposition, Internet Demonstration and Training Centers would provide the following types of services: a) free, public demonstrations; b) fee-based Internet accounts and Internet workstations for those without access to computers at home or in the office; c) fee-based end user training; d) fee-based Web page development and training; e) free Institutional Information and Communication Strategy consulting; f) fee-based Internet publishing consulting services and training; and g) free proposal development consulting for Internet related activities. It could be the role of the Benin Internet Society to set up and run this type of center, or some other public or private sector entity could establish it.

8. Benin Internet Society

USAID should facilitate the creation of a discussion/support forum for new users, perhaps involving the Internet Society. USAID may wish to provide nominal assistance to the formalization of a Benin Internet Society, perhaps as a national chapter of the official Internet Society. USAID would likely have to provide guidance on how to set up and operate an effective professional society. This type of society could do much of the marketing and awareness raising that will need to occur in Benin as long term follow-up to the national workshop. This society may also serve the purpose of bringing together the principals of international donors currently working on or interested in working on Internet related activities in Benin.

9. Rural Communications

As per the second level barrier, once the Internet is established in the south, USAID/Cotonou needs to consider a strategy for rural communications in Benin.

Annex A

Introductory Fax

**USAID/BENIN
COTONOU**

DE :Sherry E. SUGGS, Chargé de Programme

A :

de FAX :

de PGS :3 pages (y compris celle-ci)

DATE :Le 8 mai, 1996

SUJET :Initiative de LELAND

Monsieur,

Suite à l'entretien téléphonique que vous avez eu avec l'USAID/Bénin dans le cadre de la Mission USAID relative à l'Initiative de LELAND, veuillez trouver ci-joint le document fournissant quelques informations sommaires sur cette initiative portant sur une technologie moderne d'échanges d'informations.

L'objectif de la Mission USAID est de discuter avec les utilisateurs potentiels de cette nouvelle technologie et d'identifier les besoins de connexion sur ce réseau d'échanges d'informations, dans le cadre d'un partenariat.

Je vous serais reconnaissant de bien vouloir nous **préparer des supports d'informations relatives à votre organisation tels que les brochures, les bulletins ou autres publications (magazines) contenant des informations sur vos activités.**

Par ailleurs, l'équipe de l'USAID souhaiterait obtenir dans le cadre de l'entretien que vous voudrez bien lui accorder, les informations suivantes:

-Nombre de lignes téléphoniques:

**-Nombre d'ordinateurs personnels: #-286 - 386 - 486 - Pentium - Portatifs
#OS:- DOS -Windows -**

Mac - OS/2 - Autre

-Nombre d'ordinateurs multimédia:

-Nombre d'imprimantes laser:

-Nombre de modems avec/vitesse maximum: - 1200 - 2400 - 9600 - 14400 - 28800

-Nombre de lecteurs CD-ROM; Titres CD-ROM:

-LAN? - oui (Modèle et Version):

-Nombre de personnel pour l'entretien d'ordinateurs:

Enfin, vous pourriez également indiquer la nature des informations dont vous avez souvent besoin dans le cadre du déroulement de vos activités.

En attendant de vous rencontrer très bientôt, je voudrais vous remercier d'avance pour l'intérêt que vous manifestez aux actions de l'USAID/Bénin.

Veuillez croire, Monsieur, en l'assurance de ma sincère considération.

Annex B

Leland Initiative Brief English

USAID
Bureau for Africa
Office of Sustainable Development

Leland Initiative: Africa GII Gateway Project (698-0565)

I. Purpose: The Leland Initiative seeks to bring the benefits of the global information revolution to people of Africa, through connection to the Internet and other Global Information Infrastructure (GII) technologies. It is the core element of the Africa Bureau strategy, "Empowering Africans in the Information Age."

II. Rationale: African countries have recently shown movement toward more open economies and societies. Even so, there remain formidable constraints on sustainable development in such areas as the environment, disease prevention, literacy and private sector development. New technologies known as telematics - in which American firms are world leaders - make information more accessible, transferable and manageable. Telematics are the catalysts transforming economic and social structures around the world and supporting fast-paced sustainable development. Africa needs access to such information and techniques to provide more resources and efficiency to its development programs.

III. Project Description: The project will emphasize a public/private partnership approach both in Africa and the US to bring full Internet connectivity to up to 20 USAID emphasis countries in sub-Saharan Africa. USAID will achieve Leland Initiative goals through three Strategic Objectives.

Create an Enabling Policy Environment (S.O. 1): The project will promote policy reform to support the introduction of telematics and reduce barriers to open connectivity. The expected results are as follows:

- A) create policy climate conducive to broad expansion of the user base;
- B) liberalization of policy environment to encourage operation and expansion of the Internet by private sector providers; and
- C) allocation of space on the communication frequency spectrum to Internet Service Providers (ISP).

Create a Sustainable Internet Service Provider Industry (S.O. 2):

The project will identify appropriate hardware, assist with full Internet connectivity, and identify/train private sector ISPs to operate and manage the network. The expected results are as follows:

- A) indigenous ISPs, trained in marketing and business plan development, offering full access to Internet and better communication between counterparts in Africa and the world;
- B) country-wide access, with special attention to extension (rural) issues; and
- C) enable existing low cost computer networks, e.g., FidoNet and UUCP to move toward full Internet functionality as soon as practicable.

Enhance User Applications for Sustainable Development (S.O. 3): The project will increase the ability of African societies to communicate and use information to capitalize on the benefits of the GII. The expected results are as follows:

- A) local and international partnerships for sharing information related to sustainable development in manufacturing, business, the environment, health, democracy, education, and others;
- B) indigenous partnerships to create and maintain new information resources based in the African experience which feed the GII;
- C) increased African capacity to use telematics information in decision-making and in managing scarce resources;
- D) broadened user base for information systems and telematics services; and
- E) indigenous training capacity for users and ISPs.

The blend of activities addressing these Strategic Objectives will vary from country to country. The activities of the USAID Mission in the given country will be very important, especially in strengthening the user bases in sectors of Mission priority.

IV. Implementation: The project will be implemented in phases, beginning with those African countries closest to achieving telematics connectivity. The project will be flexible, able to address the obstacles and opportunities within any given country, including support for policy reform, equipment and training for local service providers, and the introduction of proven mechanisms to build networks of active users. The project will last no more than five years.

V. Project Guidance: The implementation of the project will be guided by an interagency Steering Committee consisting of representatives from each of the appropriate partners. In addition, the project will build relations with the US private sector through a Leland sub-committee of the Department of State's private sector International Telecommunications Advisory Group (ITAC).

Annex C

Leland Initiative Brief French

**UNITED STATES OF AMERICA
AGENCY FOR INTERNATIONAL DEVELOPMENT**

**LELAND INITIATIVE : AFRICA GLOBAL INFORMATION
INFRASTRUCTURE PROJECT GATEWAY (698-0565)**

I. BUT : Le Leland Initiative (Initiative de Leland) cherche à apporter aux populations africaines les bénéfices de la révolution de l'information, par le raccordement à Internet et d'autres technologies de l'Infrastructure Globale de l'Information (Global Information Infrastructure). Cet élément central de la stratégie de Africa Bureau peut se dénommer "Responsabiliser les africains à l'Age de l'Information".

II. JUSTIFICATIF : Les pays africains ont récemment démontré qu'ils s'orientaient vers des économies et des sociétés plus ouvertes. Néanmoins, il y a encore des contraintes très lourdes pour le développement durable dans des domaines comme l'environnement, la prévention des maladies, l'alphabétisation et le développement du secteur privé. De nouvelles technologies aujourd'hui maîtrisées comme la télématique - ou les firmes américaines sont des leaders mondiaux - rendent l'information plus accessible et plus facile à transférer et à gérer. La télématique est un catalyseur de transformation des structures économiques et sociales dans le monde; elles soutiennent en outre un développement durable de vive allure. L'Afrique a besoin d'accéder à une telle information et des techniques afin d'adapter ses programmes de développement.

III. DESCRIPTION DU PROJET

L'approche fondamentale du projet sera celle d'un partenariat public privé tant en Afrique qu'aux Etats-Unis pour apporter un raccordement total à Internet à 20 pays en Afrique subsaharienne où l'action de l'USAID est forte. L'USAID atteindra les objectifs de l'Initiative Leland à travers 3 objectifs stratégiques :

Créer un environnement de politique favorable: Le projet va promouvoir une réforme de la régulation pour supporter l'introduction de la télématique et réduire les obstacles à une liaison ouverte. Les résultats attendus sont les suivants :

- 1) Allocation d'espace sur le spectre de la communication aux fournisseurs de service Internet;
- 2) Libéralisation de la réglementation pour encourager un marché ouvert accessible aux fournisseur du secteur privé et

- 3) Création d'un climat de réglementation favorable à une large expansion du produit au consommateur final.

Créer une industrie de fournisseur de service Internet: Le projet offrira le matériel approprié, identifiera et formera des fournisseur de service Internet pour un plein raccordement à Internet. Les résultats attendus sont les suivants :

- 1) Des FSI locaux, formés au développement de plans marketing, offrant un plein accès à Internet et une meilleure communication entre les partenaires en Afrique et dans le monde.
- 2) Un accès à l'échelle nationale avec une attention particulière aux problèmes d'extension et
- 3) Un réseau d'ordinateurs à bon marché soutenu par les revenus du bénéficiaire.

Renforcer la capacité des bénéficiaires pour un Développement Durable : le projet accroîtra la capacité des sociétés africaines à utiliser l'information pour tourner à son avantage les bénéfices de l'IGI. Les résultats attendus sont les suivants :

- 1) Partenariats locaux et internationaux de partage de l'information ayant trait au développement dans les domaines de la manufacture, les affaires, l'environnement, la santé, la démocratie, l'éducation et autres.
- 2) Partenariats locaux pour créer et maintenir de nouvelles ressources d'information fondées sur l'expérience africaine qui alimente l'IGI.
- 3) Capacité accrue des africains à utiliser l'information télématique pour la prise de décision et la gestion des ressources rares.
- 4) Elargissement des capacités du bénéficiaire en vue d'utiliser les systèmes informatiques et les services de télématique; etc.
- 5) Développement des capacités de formation au niveau local pour les utilisateurs.

L'ensemble des activités proposées pour atteindre ces objectifs stratégiques varie d'un pays à un autre. Les activités de la Mission de l'USAID dans un pays donné seront très importantes en particulier dans le renforcement des capacités des bénéficiaires dans les secteurs prioritaires pour la Mission.

IV. 20 Pays cibles

Bénin, Burundi, Ethiopie, Erythrée, Ghana, Guinée, Kenya, Madagascar, Malawi, Mali, Mozambique, Namibie, Niger, Rwanda, Sénégal, Afrique du Sud, Tanzanie, Ouganda, Zambie, Zimbabwe.

Le partenariat public/privé sera particulièrement mis en exergue pour réduire le problème

d'accessibilité (par exemple, l'apprentissage à distance, l'information sur le marché pour la subsistance des paysans, Télé-médecine, etc.) et offrir au public les bienfaits de la Révolution de l'information à ceux qui ont le plus besoin dans les sociétés africaines.

REALISATION :

Le projet sera réalisé en phases, à commencer par les pays africains les plus rapprochés. Le projet sera flexible, capable de s'occuper des obstacles et des chances dans tous les pays, y compris l'aide à la réforme de la réglementation, l'équipement, l'aide à la formation des fournisseurs locaux de service, l'introduction de mécanismes prouvés pour édifier des réseaux de groupes utilisateurs. La durée de vie du projet est de cinq ans.

Annex D

S.O. 3 Survey of African Internet End-User Issues English

S.O. 3 - Assessment of African Internet End-User Issues

USAID Center for Development Information and Evaluation Research and Reference Services Project The Academy for Educational Development

Part I Institutional Information Resources and Needs Survey

Instructions: This survey is to be conducted in selected institutions identified in coordination with the bilateral USAID Mission, typically those institutions working in the sectors of USAID's strategic objectives. Identification of the appropriate persons to whom this survey will be administered is vital. The person or persons being surveyed, particularly in larger institutions, should have a firm grasp of information use and delivery strategies and tools used by different working units in the institution. Frequently, this is a librarian or information center director, but it may also be a public relations officer or the institution's executive director. Whenever possible, all individuals who handle information collection and dissemination efforts in the institution should be interviewed to provide the broadest possible coverage.

Section I Contact Information

Institution Name:
Street Address 1:
Street Address 2:
City: State/Dept./Province:
Country:

Postal Address 1:
Postal Address 2:
City: State/Dept./Province:
Country:

Telephone 1:	Telephone 2:
Telefax 1:	Telefax 2:
Email 1:	Email 2:
FTP:	Telnet:
Gopher:	WWW:
Other 1:	Other 2:

Date of Interview(s):
Interview(s) Conducted by:
Name(s) and Position(s) of Person(s) Interviewed:

Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:
Name:	Position:

Institutional Profile

Founding Date:

Funding Sources:

Number of Staff: _ 0 - 10 _ 11 - 50 _ 51 - 100 _ 101 - 250 _ 251+

Sector Focus (check all that apply):

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Government | <input type="checkbox"/> Education | <input type="checkbox"/> Industry | <input type="checkbox"/> Trade/Investment |
| <input type="checkbox"/> Private | <input type="checkbox"/> Environment | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technology |
| <input type="checkbox"/> For Profit | <input type="checkbox"/> Politics/Policy | <input type="checkbox"/> Social/Cultural | <input type="checkbox"/> Energy |
| <input type="checkbox"/> Not for Profit | <input type="checkbox"/> Economics | <input type="checkbox"/> Judicial | <input type="checkbox"/> Health |
| <input type="checkbox"/> Other (please specify): | | | |

Primary Mission/Objectives:

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Highlights of Current Projects/Activities:
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Section II

Information Resources

Print Publications (if possible, attach samples)

Title:
Type: ☐ Newsletter/Bulletin ☐ Research Report ☐ Annual Report ☐ Other

Frequency: ☐ Weekly ☐ Bimonthly ☐ Monthly ☐ Quarterly ☐ Biannual
 ☐ Annual ☐ Irregular

Description/Use:
.....

Intended Audience(s):
.....

Title:
Type: ☐ Newsletter/Bulletin ☐ Research Report ☐ Annual Report ☐ Other

Frequency: ☐ Weekly ☐ Bimonthly ☐ Monthly ☐ Quarterly ☐ Biannual
 ☐ Annual ☐ Irregular

Description/Use:
.....

Intended Audience(s):
.....

Title:
Type: ☐ Newsletter/Bulletin ☐ Research Report ☐ Annual Report ☐ Other

Frequency: ☐ Weekly ☐ Bimonthly ☐ Monthly ☐ Quarterly ☐ Biannual
 ☐ Annual ☐ Irregular

Description/Use:
.....
.....

Intended Audience(s):
.....

Electronic Information/Databases (if possible, attach sample print outs)

Title:

Type: ☐ Statistical ☐ Relational ☐ Bibliographic ☐ Full Text ☐ Other

Description/Use:
.....

Intended Audience(s):
.....

Operating System: ☐ UNIX ☐ DOS ☐ Windows ☐ Other

Access: ☐ Internal Only ☐ Approved External ☐ All External

Access Methods: ☐ Personal contact ☐ On-site access (library) ☐ BBS
☐ Internet (FTP, Telnet, Gopher, WWW) ☐ Other

Access Instructions:
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.....

Title:

Type: ☐ Statistical ☐ Relational ☐ Bibliographic ☐ Full Text ☐ Other

Description/Use:
.....

Intended Audience(s):
.....

Operating System: ☐ UNIX ☐ DOS ☐ Windows ☐ Other

Access: ☐ Internal Only ☐ Approved External ☐ All External

Access Methods: ☐ Personal contact ☐ On-site access (library) ☐ BBS
☐ Internet (FTP, Telnet, Gopher, WWW) ☐ Other

Access Instructions:
.....
.....

Electronic Information/Databases (continued)**Title:**Type: ☐ Statistical ☐ Relational ☐ Bibliographic ☐ Full Text ☐ OtherDescription/Use:
.....Intended Audience(s):
.....Operating System: ☐ UNIX ☐ DOS ☐ Windows ☐ OtherAccess: ☐ Internal Only ☐ Approved External ☐ All ExternalAccess Methods: ☐ Personal contact ☐ On-site access (library) ☐ BBS
☐ Internet (FTP, Telnet, Gopher, WWW) ☐ OtherAccess Instructions:
.....
.....**Title:**Type: ☐ Statistical ☐ Relational ☐ Bibliographic ☐ Full Text ☐ OtherDescription/Use:
.....Intended Audience(s):
.....Operating System: ☐ UNIX ☐ DOS ☐ Windows ☐ OtherAccess: ☐ Internal Only ☐ Approved External ☐ All ExternalAccess Methods: ☐ Personal contact ☐ On-site access (library) ☐ BBS
☐ Internet (FTP, Telnet, Gopher, WWW) ☐ OtherAccess Instructions:
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Section III

External Information Resources

Does the institution have a library/documentation unit? . Y . N

Staff size: .

Collection size: . Monographs . Periodicals

% of collection: . National origin . African origin . Other international

Is collection control automated? Y (System:) . N

What is the sectoral focus of the collection, if any?

What are the primary external information resources used in this institution? Rank the following in terms of their importance (1 being the most important, 4 being the least important):

- . Interpersonal communication with individuals
- . Television/radio
- . Externally produced print publications (newspapers, newsletters, books, etc.)
- . Externally produced electronic information resources (databases, Internet, etc.)

What do you consider to be the most valuable external information resources available within your institution? What format are they in (Print or Electronic)? Who produces them?

Resource Description	Format (Print/Electr.)	Producer
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Information Needs

- . Television
- . Radio
- . Press
- . Print publications (books, periodicals, etc.)
- . Internally generated electronic information resources (databases, etc.)
- . Externally generated electronic information resources (BBS, Internet, etc.)

Resource Description	Format (Print/Electr.)	Producer
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Imagine that you could have access to any information resources you could need to help meet

institutional objectives. Even if you are not sure that these resources exist, what would these resources be, and what would be their intended use in your institution?

[illegible]

Information/Communications Technology Status

Section VI

Internet Use and Capability

Internet Applications Available in the Institution, and Number of Staff with Experience Using these Applications (check all that apply):

<u>Applications Available</u>	<u>Number of Staff with Access to</u>
. Internet Email	. Internet Email
. Bulletin Board Systems	. Bulletin Board Systems
. Newsgroups	. Newsgroups
. LISTSERV	. LISTSERV
. Telnet	. Telnet
. Gopher	. Gopher
. WAIS	. WAIS
. World Wide Web	. World Wide Web

Internet Email Software:

Primary Use of Email in the Institution (check one):

- | | |
|--------------------------------|------------------------------------|
| . Internal communications | . External national communications |
| . International communications | |

Internet Service Provider

Name:
Address 1:
Address 2:
City:
Country:
Phone:
Fax:
Email:
WWW:

Fee Structures of Internet Service Provider (registration/one-time fees; \$/hr; \$/kb, etc.) :
.
.

Average Monthly Cost of Institutional Internet Use:

If this is for limited access (Email only, etc.), how much would the institution be willing to pay per month for full access if it were available?: . .

If full Internet access is available through a local Internet Service Provider, but your institution does not yet have full Internet access, give reasons why (check all that apply):

- . Unfamiliarity with benefits of Internet use
- . Not aware of Internet Service Provider services
- . ISP services too costly
- . Inadequate equipment to use ISP service
- . Cost of equipment required to use ISP service is too high
- . Management decision to restrict Internet access in the institution
- . Present e-mail only access considered sufficient for needs

Part II

Internet End-User Issues

Instructions: Responses to the following questions will be gathered through the Institutional Information Resources and Needs Surveys and through other interviews conducted in the country. These questions are not necessarily intended to be asked directly during the Institutional Information Resources and Needs Surveys. However, they will be addressed in the Assessment Report that is prepared for each country surveyed.

Electronic Information Resources and the Internet

What sectors are currently the **strongest** generators and users of electronic information resources (databases, information systems, etc.)? (Check no more than 5):

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Government | <input type="checkbox"/> Education | <input type="checkbox"/> Industry | <input type="checkbox"/> Trade/Investment |
| <input type="checkbox"/> Private | <input type="checkbox"/> Environment | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technology |
| <input type="checkbox"/> For Profit | <input type="checkbox"/> Politics/Policy | <input type="checkbox"/> Social/Cultural | <input type="checkbox"/> Energy |
| <input type="checkbox"/> Not for Profit | <input type="checkbox"/> Economics | <input type="checkbox"/> Judicial | <input type="checkbox"/> Health |
| <input type="checkbox"/> Other (please specify): | | | |

What sectors are currently the **weakest** generators and users of electronic information resources? (Check no more than 5):

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Government | <input type="checkbox"/> Education | <input type="checkbox"/> Industry | <input type="checkbox"/> Trade/Investment |
| <input type="checkbox"/> Private | <input type="checkbox"/> Environment | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technology |
| <input type="checkbox"/> For Profit | <input type="checkbox"/> Politics/Policy | <input type="checkbox"/> Social/Cultural | <input type="checkbox"/> Energy |
| <input type="checkbox"/> Not for Profit | <input type="checkbox"/> Economics | <input type="checkbox"/> Judicial | <input type="checkbox"/> Health |
| <input type="checkbox"/> Other (please specify): | | | |

What sectors are currently the **strongest** generators and users of Internet resources? (Check no more than 5):

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Government | <input type="checkbox"/> Education | <input type="checkbox"/> Industry | <input type="checkbox"/> Trade/Investment |
| <input type="checkbox"/> Private | <input type="checkbox"/> Environment | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technology |
| <input type="checkbox"/> For Profit | <input type="checkbox"/> Politics/Policy | <input type="checkbox"/> Social/Cultural | <input type="checkbox"/> Energy |
| <input type="checkbox"/> Not for Profit | <input type="checkbox"/> Economics | <input type="checkbox"/> Judicial | <input type="checkbox"/> Health |
| <input type="checkbox"/> Other (please specify): | | | |

What sectors are currently the **weakest** generators and users of Internet resources? (Check no more than 5):

- | | | | |
|--|--|--|---|
| <input type="checkbox"/> Government | <input type="checkbox"/> Education | <input type="checkbox"/> Industry | <input type="checkbox"/> Trade/Investment |
| <input type="checkbox"/> Private | <input type="checkbox"/> Environment | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technology |
| <input type="checkbox"/> For Profit | <input type="checkbox"/> Politics/Policy | <input type="checkbox"/> Social/Cultural | <input type="checkbox"/> Energy |
| <input type="checkbox"/> Not for Profit | <input type="checkbox"/> Economics | <input type="checkbox"/> Judicial | <input type="checkbox"/> Health |
| <input type="checkbox"/> Other (please specify): | | | |

How could greater generation and use of electronic information resources, including the Internet, benefit the various sectors?

.....

.....

.....

.....

.....

What are the principal barriers to increased Internet access and use in this country from the end user perspective, and what are some possible strategies for removing these barriers?

Barrier:

Strategy:

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Barrier:

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Strategy:

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Barrier:

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Strategy:

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Barrier:

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Strategy:

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Barrier:

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Strategy:

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Donor Coordination

What other donors are currently carrying out efforts to improve the telecommunications infrastructure or introduce or extend Internet access and use in the country?

Donor Name:
Host Country Address:
Host Country Contact:
Activity Description:
.....
.....

Donor Name:
Host Country Address:
Host Country Contact:
Activity Description:
.....
.....

Donor Name:
Host Country Address:
Host Country Contact:
Activity Description:
.....
.....

Donor Name:
Host Country Address:
Host Country Contact:
Activity Description:
.....
.....

Telephone Service

What is the procedure for getting a telephone line installed?
.....
.....

What is the typical waiting period for a new telephone line?

What are the installation fees for telephone service?

What are the fees for an additional telephone line?

What are the monthly fixed charges for a phone line?

Is telephone service reasonably priced for the majority of users in the following categories:

NGOs/PVOs	. Y	. N	Private Sector	. Y	. N
Individuals/Homes	. Y	. N	Rural Areas	. Y	. N

Please rate the quality of the telephone service, for both local and international calls, in terms of line speed, rapid access, line noise, etc.

. Very Poor . Poor . Good . . Excellent

Information Industry

Are there information businesses in the country? Briefly describe their services, fees, etc.

Business Name:
 Address 1:
 Address 2:
 City:
 Telephone: Fax:
 Contact Name:
 Description of Service(s):

Business Name:
 Address 1:
 Address 2:
 City:
 Telephone: Fax:
 Contact Name:
 Description of Service(s):

Business Name:
 Address 1:
 Address 2:
 City:
 Telephone: Fax:
 Contact Name:
 Description of Service(s):

Technology Issues

Are modems commercially available? . Y . N

Are modems locally serviceable? . Y . N

How much do modems cost?

1200
 2400
 9600
 14400
 28800

Does the PTT regulate modem use? . Y . N

What is the duty on imported modems?

Are computers commercially available? Y . N

Are computers locally serviceable? . Y . N

How much do computers cost?

386

486

Pentium

Multimedia

Does the PTT regulate computer use? . Y . N

What is the duty on imported computers?

Annex E

S.O. 3 Surevy of African Internet End-User Issues French

S.O. 3 -Évaluations des Issues d' Usagers Africains de l'Internet

USAID Centre pour l'Information et l'Évaluation de Développement
Projet pour des Services de Recherches et Références
L'Académie pour le Développement Éducatif

1ère Partie Aperçu des Ressources et Besoins d'Information Institutionnel

Instructions: Cet aperçu doit être administré dans des Institutions identifiées en coordination avec la Mission USAID bilatérale, typiquement ces institutions fonctionnent dans les secteurs des objectifs stratégiques de USAID. L'identification des personnes à qui administrer l'aperçu est très important. Le(s) sujet de l'aperçu, particulièrement dans les plus grandes institutions doit être familier avec les systèmes de collection et de distribution d'information, y compris les stratégies et systèmes utilisés par les différentes sections de l'institution. Souvent cette personne est la bibliothécaire ou le directeur du centre d'information, ça peut aussi être le directeur des relations publiques ou le directeur général de l'institution. Lorsque c'est possible chaque personne qui s'occupe de la collection d'information et de distribution pour l'institution devrait être interviewée pour obtenir un résultat plus précis.

Section I

Information sur le Contact

Nom d'Institute:
Adresse primaire:
Adresse secondaire:
Ville: État/Dept./Province:
Pays:

Adresse Postale primaire:
Adresse Postale secondaire:
Ville: État/Dept./Province:
Pays:

Téléphone 1:	Téléphone 2:
Télécopieur 1:	Télécopieur 2:
Email 1:	Email 2:
FTP:	Telnet:
Gopher:	WWW:
Autre 1:	Autre 2:

Date de l'interview(s):
Interview(s) mené par:

Nom(s) et Position(s) de la personne(s) Interviewer:

Nom:	Position:
Nom:	Position:
Nom:	Position:
Nom:	Position:
Nom:	Position:

Profil de l'Institution

Date de fondation:

Sources des Fonds:

Nombre de personnel: ☐ 0 - 10 ☐ 11 - 50 ☐ 51 - 100 ☐ 101 - 250 ☐ 251+

Secteur de concentration (indiquer ceux qui sont valables):

— Gouvernement — Éducation — Industrie — Commerce/Investissement

— Privé — Environnement — Agriculture — Technologie

– Pour Profit – Politique – Social/Culturel – Énergie

— Sans Profit — Économie — Juridique — Santé

— Autre (spécifier):

Mission Primaire/Objectifs:

1)

2)

3)

4)

[illegible]

Section II

Ressources d'Information

Matières Imprimées (Annexer des échantillons, si possible)

Titre:

Genre: ☐ Quotidien/Communiqué ☐ Rapport de Recherche ☐ Publication Annuelle ☐ Autre

Fréquence: ☐ Hebdomadaire ☐ Bimensuel ☐ Mensuel ☐ Trimestriel
☐ Biannuel ☐ Annuel ☐ Irregulier

Description/Usage:
.....

Audience Intendue
.....

Titre:

Genre: ☐ Quotidien/Communiqué ☐ Rapport de Recherche ☐ Publication Annuelle ☐ Autre

Fréquence: ☐ Hebdomadaire ☐ Bimensuel ☐ Mensuel ☐ Trimestriel
☐ Biannuel ☐ Annuel ☐ Irregulier

Description/Usage:
.....

Audience Intendue
.....

Titre:

Genre: ☐ Quotidien/Communiqué ☐ Rapport de Recherche ☐ Publication Annuelle ☐ Autre

Fréquence: ☐ Hebdomadaire ☐ Bimensuel ☐ Mensuel ☐ Trimestriel
☐ Biannuel ☐ Annuel ☐ Irregulier

Description/Usage:
.....

Audience Intendue
.....

Information Électronique/Databases (continue)

Titre:

Genre: ☐ Statistique ☐ Relatif ☐ Bibliographique ☐ Hors texte ☐ Autre

Description/Usage:
.....

Audience Intendue
.....

Système d'Opération: ☐ UNIX ☐ DOS ☐ Windows ☐ Autre

Accès : ☐ Uniquement Interne ☐ Externe Autorisé ☐ Uniquement Externe

Méthode d'accès: ☐ Contacte personnel ☐ Accès sur Site (Bibliothèque) ☐ BBS
☐ Internet (FTP, Telnet, Gopher, WWW) ☐ Autre

Instructions pour accéder :
.....
.....

Titre:

Genre: ☐ Statistique ☐ Relatif ☐ Bibliographique ☐ Hors texte ☐ Autre

Description/Usage:
.....

Audience Intendue
.....

Système d'Opération: ☐ UNIX ☐ DOS ☐ Windows ☐ Autre

Accès: ☐ Uniquement Interne ☐ Externe Autorisé ☐ Uniquement Externe

Méthode d'accès: ☐ Contacte personnel ☐ Accès sur Site (Bibliothèque) ☐ BBS
☐ Internet (FTP, Telnet, Gopher, WWW) ☐ Autre

Instructions pour accéder :
.....
.....

Section III

Ressources d'Information Externe

L'Institution a t'elle une Bibliotheque/Section de documentation? Oui Non

Nombre de personnel:

Taille de la Collection: Monographie . Publications Périodiques

% de la collection: Origine Nationale . Origine Africaine Autre International

Est-ce-que la collection est controlée automatiquement? Oui (Système) Non

Quelle est la concentration sectorale de la collection?

Quelles sont les ressources d'information externes de l'institution? Classifier en ordre d'importance (1 est le plus important, 4 est le moins important):

- . Communications Interpersonnelles avec des particuliers
- . Television/radio
- . Publications imprimées produits extérieurement (Journaux, quotidiens, livres, etc.)
- . Ressources d'information externe produits extérieurement(databases, Internet, etc.)

Quel est la plus valable ressource d'information externe disponible dans votre institution? Dans quel format (Imprimé ou électronique)? Qui les produits?

Description des ressources	Format (Imprimé/Électr.)	Producteur
.....
.....		
.....		
.....		
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.....		
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.....		

Section IV

Besoins d'Information

Classifier les ressources d'information dans l'ordre d'importance vis-à-vis vos besoins d'Information courant (1 est le plus important, 6 est le moins important):

- . Télévision
- . Radio
- . Presse
- . Publications imprimées produits extérieurement (Livres, quotidiens, etc.)
- . Ressources d'Information électronique produit intérieurement (databases, etc.)
- . Ressources d'Information électronique produit extérieurement (BBS, Internet, etc.)

Quelle ressource d'information connaissez-vous dont vous n'avez pas accès mais que vous voudriez?

Description des ressources	Format (Imprimé/Électr.)	Producteur
.....
.....	
.....		
.....		
.....
.....	
.....		
.....		
.....
.....	
.....		
.....		
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.....	
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.....		

Pourquoi n'avez-vous pas accès à ces ressources?

.....

.....

.....

.....

.....

Imaginez que vous avez accès à votre choix de ressources d'information disponible pour achever vos buts institutionnels. Même si vous n'êtes pas sûr que ces ressources sont en existence, lesquels

aimeriez-vous et quel serait leur usage dans votre institution?

[illegible]

Section V

Statut de la Technologie d'Informatique/Communications

Nombre de lignes téléphoniques:

Nombre d'ordinateurs personnels:

#: _ 286 _ 386 _ 486 _ Pentium _ Portatifs
#OS: _ DOS _ Windows _ Mac _ OS/2 _ Autre

Nombre d'ordinateurs multimedia:

Nombre d'imprimantes laser:

Nombre de modems:

avec/vitesse maximum: _ 1200 _ 2400 _ 9600 _ 14400 _ 28800

Nombre de lecteurs CD-ROM:

Titres CD-ROM:

LAN? _ Oui (Modèle et Version:) _ Non

Nombre de personnel pour l'entretien d'ordinateurs:

Section VI

Usage de l'Internet et Compétence

Programmes d'Internet disponible à l'institution, et le nombre de personnel avec l'expérience dans l'usage des programmes (indiquer ceux qui appliquent):

<u>Applications Disponible</u>	<u>Nombre de Personnel avec Accès à</u>
. Internet Email	. Internet Email
. Bulletin Board Systems	. Bulletin Board Systems
. Newsgroups	. Newsgroups
. LISTSERV	. LISTSERV
. Telnet	. Telnet
. Gopher	. Gopher
. WAIS	. WAIS
. World Wide Web	. World Wide Web

Internet Email Programme:

Usage primaire du Email dans l'Institution (Indiquer un seul):

- | | |
|--------------------------------|-----------------------------------|
| . Communication Interieure | . Communication Externe nationale |
| . Communication Internationale | |

Service Internet

Nom:
Adresse primaire:
Adresse secondaire:
Ville:
Pays:
Tel:
Fax:
Email:
WWW:

Côut pour abonnement au Service Internet (enregistrement/honoraires; \$/hr; \$/kb, etc.) :
.

Moyenne du montant mensuel pour l'usage institutionnel de l'Internet:

Si ce montant est pour un accès limité (uniquement Email,etc), quel montant mensuel est l'Institution pret à payer pour un Accès complet si possible?: . .

Si un Accès à l'Internet par un Service Internet local est possible, mais votre institution n'as pas encore cet Accès complet, donnez les raisons pourquoi: (indiquer ceut qui applique):

- . Pas familier avec les bénéfices de l'Internet
- . Pas bien avisé des Services d'Internet
- . Service ISP coûte trop
- . Equipement inadquat pour utiliser le service ISP
- . Côut de l'équipement pour utiliser service est élevé
- . Administrateurs ont decidé de reduire l'Accès à l'Internet dans l'institution
- . Accès au Email est considéré suffisant jusqu'à présent

Part II

Issues des Usagers de l'Internet

Instructions: Les réponses aux questions suivantes seront rassemblées par l'aperçu des Ressources et Besoins d'Information Institutionnel et d'autres interviews menées dans le pays. Ces questions n'ont pas besoin d'être demandées directement pendant l'aperçu des Ressources et Besoins d'Information Institutionnel. Par contre, ils seront adressés dans l'évaluation du compte rendu qui est préparé pour chaque pays exposé.

Ressources d'information Électronique et l'Internet

Quels secteurs sont couramment les plus **grand** générateurs et usagers d'information électronique (bases de données, systèmes d'information, etc.)? (n'indiquez pas plus que cinq):

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> Gouvernement | <input type="checkbox"/> Éducation | <input type="checkbox"/> Industrie | <input type="checkbox"/> Commerce/Investissement |
| <input type="checkbox"/> Privé | <input type="checkbox"/> Environnement | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technologie |
| <input type="checkbox"/> Pour Profit | <input type="checkbox"/> Politique | <input type="checkbox"/> Social/Culturel | <input type="checkbox"/> Énergie |
| <input type="checkbox"/> Sans Profit | <input type="checkbox"/> Économie | <input type="checkbox"/> Juridique | <input type="checkbox"/> Santé |
| <input type="checkbox"/> Autre (spécifier): | | | |

Quels secteurs sont couramment les plus **petit** générateurs et usagers de ressources d'information électroniques (n'indiquez pas plus que cinq):

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> Gouvernement | <input type="checkbox"/> Éducation | <input type="checkbox"/> Industrie | <input type="checkbox"/> Commerce/Investissement |
| <input type="checkbox"/> Privé | <input type="checkbox"/> Environnement | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technologie |
| <input type="checkbox"/> Pour Profit | <input type="checkbox"/> Politique | <input type="checkbox"/> Social/Culturel | <input type="checkbox"/> Énergie |
| <input type="checkbox"/> Sans Profit | <input type="checkbox"/> Économie | <input type="checkbox"/> Juridique | <input type="checkbox"/> Santé |
| <input type="checkbox"/> Autre (spécifier): | | | |

Quels secteurs sont couramment les plus **grand** générateurs et usagers de ressources d'Internet? (n'indiquez pas plus que cinq 5):

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> Gouvernement | <input type="checkbox"/> Éducation | <input type="checkbox"/> Industrie | <input type="checkbox"/> Commerce/Investissement |
| <input type="checkbox"/> Privé | <input type="checkbox"/> Environnement | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technologie |
| <input type="checkbox"/> Pour Profit | <input type="checkbox"/> Politique | <input type="checkbox"/> Social/Culturel | <input type="checkbox"/> Énergie |
| <input type="checkbox"/> Sans Profit | <input type="checkbox"/> Économie | <input type="checkbox"/> Juridique | <input type="checkbox"/> Santé |
| <input type="checkbox"/> Autre (spécifier): | | | |

Quels secteurs sont couramment les plus **petit** générateurs et usagers de ressources d'Internet? (n'indiquez pas plus que cinq 5):

- | | | | |
|---|--|--|--|
| <input type="checkbox"/> Gouvernement | <input type="checkbox"/> Éducation | <input type="checkbox"/> Industrie | <input type="checkbox"/> Commerce/Investissement |
| <input type="checkbox"/> Privé | <input type="checkbox"/> Environnement | <input type="checkbox"/> Agriculture | <input type="checkbox"/> Technologie |
| <input type="checkbox"/> Pour Profit | <input type="checkbox"/> Politique | <input type="checkbox"/> Social/Culturel | <input type="checkbox"/> Énergie |
| <input type="checkbox"/> Sans Profit | <input type="checkbox"/> Économie | <input type="checkbox"/> Juridique | <input type="checkbox"/> Santé |
| <input type="checkbox"/> Autre (spécifier): | | | |

Quel est le bénéfice de générer et d'utiliser des ressources d'information électronique, y compris l'Internet, et quel est le bénéfice pour les secteurs variés?

.....
.....
.....
.....

Quels sont les barrières principales contre l'Accès à l'Internet dans votre pays, et quelle stratégie est possible pour éliminer ces barrières?

Barrière:

Stratégie:

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Barrière:

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Stratégie:

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Barrière:

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Stratégie:

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Barrière:

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Stratégie:

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Barrière:

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Stratégie:

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Coordinations de Donateurs

Quels donateurs aident à améliorer l'infrastructure des téléphones ou l'accès et usage de l'Internet?

Nom du Donateur:
Adresse dans le pays Hôte:
Contacte dans le pays Hôte :
Description des activités:
.....
.....

Nom du Donateur:
Adresse dans le pays Hôte:
Contacte dans le pays Hôte :
Description des activités:
.....
.....

Nom du Donateur:
Adresse dans le pays Hôte:
Contacte dans le pays Hôte :
Description des activités:
.....
.....

Nom du Donateur:
Adresse dans le pays Hôte:
Contacte dans le pays Hôte :
Description des activités:
.....
.....

Service Téléphonique

Quel est le processus pour obtenir l'installation d'une ligne téléphonique?
.....
.....

Quel est l'attente typique pour une nouvelle ligne?

Quels sont les frais d'installation pour le service de téléphone?

Quels sont les frais pour une ligne de plus?

Quels sont les frais mensuels pour la ligne?

Est ce que le prix du service est raisonnable pour la majorité des usagers dans les catégories suivantes:

NGOs/PVOs	. Y	. N	Secteur Privé	Y	N
Individu/Maison	. Y	. N	Secteur Rural	Y	N

Vis-à-vis votre service téléphonique, local et international, comment trouvez-vous la qualité en tant que vitesse, accès, son, etc...

. Très Faible . Faible . . Bien . . Excellent

Services d'Information

Y a-t'il des services d'information dans votre pays? Décrivez en bref leur services, taux, etc..

Nom de la compagnie:
Adresse primaire:
Adresse secondaire:
Ville:
Téléphone: Fax:
Nom du contact:
Description du Service(s):
.....
.....

Nom de la compagnie:
Adresse primaire:
Adresse secondaire:
Ville:
Téléphone: Fax:
Nom du contact:
Description du Service(s):
.....
.....

Nom de la compagnie:
Adresse primaire:
Adresse secondaire:
Ville:
Téléphone: Fax:
Nom du contact:
Description du Service(s):
.....
.....

Issues Technologiques

Est ce que les modems sont disponibles commercialement? Y N

Est ce que les modems peuvent être entretenus localement? Y N

Quel est le prix d'un modem?

1200

2400

9600

14400

28800

Est ce que les PTT controle l'usage des modem? . Y N

Quels sont les impôts sur les modems?

Est ce que les ordinateurs sont disponibles commercialement? Y N

Est ce que les ordinateurs peuvent être entretenus localement? Y N

Quel est le prix d'un ordinateur?

386

486

Pentium

Multimedia

Est ce que les PTT contrôle l'usage des ordinateurs? . Y N

Quels sont les impôts sur les ordinateurs?

Annex F

Indicators of Readiness for Effective Use of the Internet Summary Matrix for Beninese Institutions

Summary Results of Leland Initiative S.O. 3 Visits in Benin

	Institutional Communication / Information Strategy	Currently Producing and Using Publications, Databases, etc.	Recognize Potential Contribution of Internet to Institutional Mission	Champion - Identified Individual to Serve as Catalyst / Enthusiast for Internet	Telecommunications and Computer Infrastructure ; Equipment and Technical Support Staff	Potential for Sustainability
S.O. 1 - Education/ Economic Growth						
Medical Care Development International	medium	low	high	medium	medium	medium
Globe schools	low	low	high	low	high	low
Songhai	high	high	high	high	high	high
Ministry of Education						
World Education	medium	medium	medium	low	low	low
AVD - Association des Volontaires au Developpement	low	low	med	low	low	low

S.O. 2 - Democracy and Governance						
Africare	high	medium	medium	high	high	high
IFCOD - Institut de Formation et de Cooperation Decentralisee	medium	low	high	high	low	medium
GRAPAD - Groupe de Recherche et d'Action pour la Promotion de l'Agriculture et du Developpement	medium	medium	high	medium	medium	medium
IDEE - Institut de Developpement et d' Echanges Endogenes	n/a - still under construction	n/a	high	high	n/a	medium
AFJB - Association des Femmes Jurists Beninoises	low	low	low	low	low	medium
MJCD - Mutuelle des Jeunes Chretiens pour le Developpement	low	medium	low	low	low	medium

National Assembly	medium	medium	low	low	high	high
GERDDES - Groupe d'Etudes et de Recherches sur la Democratie et le Developpement Economique et Social en Afrique	high	high	high	high	high	high
IDH - Institut des Droits de l'Homme	medium	high	high	high	medium	medium
S.O. 3 - Health and Population						
PSI - Population Services International	medium	low	high	medium	medium	medium
ABPF - Association Beninoise pour la Promotion de la Famille	high	medium	high	medium	medium	low
Faculte des Sciences de la Sante (Universite du Benin)	medium	medium	high	low	low	medium

ORDH - Organisation de Recherche pour le Developpement Humain	medium	low	high	medium	low	low
GAPOB - Groupement d'Achats des Pharmaciens d'Officines du Benin	high	high	low	low	high	high
CRS - Catholic Relief Services	high	low	high	high	high	medium
IRSP - Institut Regional de Sante Publique	high	high	high	high	high	low
PNLS - Programme National de Lutte Contre le SIDA	high	high	med	low	med	low
SNIGS - Systeme National d'Information et de Gestion Sanitaire	high	high	medium	medium	high	medium
UNFPA - United Nations Family Planning Association	medium	medium	medium	low	low	high

Economic Development Groups						
CNEX - Conseil National pour l'Exportation	high	medium	medium	medium	medium	high
Chambre de Commerce	medium	high	medium	low	low	medium
WAEN - West African Enterprise Network	medium	low	high	medium	medium	medium
Young Rotarians	medium	n/a	high	low	low	medium
Ecobank	high	high	high	high	high	high
INE - Institut Nationale d'Economie	high	high	high	medium	high	medium
Internet Service Providers						
WANAD - West African News Agencies Development Project	high	medium	high	high	high	high
BOSS - Benin On-line Services System	medium	medium	high	high	medium	high

Miscellaneous						
CIDA - Canadian International Development Agency	n/a	n/a	n/a	n/a	n/a	n/a
AAI - African-American Institute	n/a	n/a	n/a	n/a	n/a	n/a
PADME (VITA)	high	high	high	medium	high	high
INSAE - Institut Nationale des Statistiques et de l'Analyse Economique	high	high	high	high	medium	medium
Ministry of Plan	medium	high	high	high	medium	high
Ministry of Finance	medium	medium	medium	low	medium	medium
Chambre de Comptes	medium	medium	low	low	low	med
CBS Conseil	high	high	medium	medium	high	high
USIS - U.S. Information Service	high	high	high	n/a	high	high

Annex G

List of Institutions Interviewed

AAI - African-American Institute
Eric Z.A. Togbe-Olory
B.P. 08-0596
Cotonou, Benin
Tel: (229) 31-54-77

ABPF - Association Beninoise pour la Promotion de la Famille
Guy Kpakpo, Information, Education, Communication (IEC) Program Chief
Philippe Tobossi, Executive Director
B.P. 1486
Cotonou, Benin
Tel: (229)32-00-49
Fax: (229) 32-32-34
Telex: 5030 ABPF

AFJB - Association des Femmes Jurists de Benin
Cotonou, Benin
Mme d'Almeida
tel: (229) 32 17 11

Africare
Sarah Perkins, Scott Wittstruck
B.P. 01-3142
Cotonou, Benin
tel: (229) 30 43 78
fax: (229) 30 43 79

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